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NMCI Enterprise Tool

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# **USMC NET Issues**

**September 04, 2003**

## ■ USMC Issue Summary

- Legacy Applications
- System Performance and Response Time
- Reporting
- Admin/Access
- eMarketplace Interface
- Global Date Change
- Not Listed Legacy Peripherals
- Reassigning Users to another UIC

## Discussion

There are questions about application appearing in NET as well as the format as to how they appear. The application listed within NET comes directly from ISF tools if an application does not appear in the drop down menu, an email should be sent to the SMB LAT NMCI mail box or contact Vickie Highlander requesting status of that application. In addition, applications now have ISF- in front of them which indicates it came from ISF tools. There are applications that currently do not have that designation and the NET team is looking at this issue.

**Priority:** Low

## Update

To enhance system performance, adding legacy applications now requires a search to populate the drop-down menu. If a user does not know the specific application then the % sign can be entered to perform a wildcard search.

### Discussion

The NET site has upgraded the database server to try to eliminate some of the performance issues. After the implementation of this server, response time is still poor. A ticket has been logged with the MCNOSC to address possible MCEN bandwidth issues. But as of yesterday there were more than 1200 concurrent users on the system and the performance issues are not isolated to the USMC.

**Priority:** High

### Update

Issue is still being addressed. The problems are related to a combination of bandwidth and server load. The new NET release was intended to enhance performance.

## Discussion

Several of the reports contained within NOIS were not carried over into NET. Many of the CTRs feel the reports are essential to validate their orders within NET. Reports have also been requested that would provide information being requested by EDS.

Several reports have been added to the system since the last update. Those reports that are most critical and have the highest priority are the As-Is-Inventory since the staging interface will not be active until October. This will allow a mechanism to provide this information to EDS.

**Priority:** Medium

## Update

The following reports have been modified and are now fully operational

- Detailed Seat Report
- eMarketplace Summary Report
- CLIN Summary Report
- Shared Seats Report
- Ad-Hoc Report – This report is now generated under a separate database from the NET production database from the NET productions database. This database is compartmentalized by claimants/USMC to increase performance for both the NET application and reports. Currently, data used for these reports is replicated nightly.

### Discussion

As with any new system a learning curve is expected and NET is no different. Many tickets being called in relating to access and rights to data, as well as incorporation of the workflow in the ordering approval process.

**Priority:** Medium

### Update

A teleconference is scheduled for 13:30 on Monday, 8 Sept 03 with the CTRs to go over lessons learned.

### Discussion

Nightly a report is being generated for any orders that are submitted which encounter errors. These are being handled on a case by case basis. Please verify site location as well as the start and end dates because these are the most common issues.

**Priority:** High

### Update:

Daily there are errors coming for the eMp interface. If the problem is with the order itself then the error is passed to the CTR, otherwise it is handled within MCSC.

Email notifications to users of the rejected orders that were returned by eMp has not been implemented in NET yet, but will be developed in a future build.

## Issue 6- Global Date Change

### Discussion

Errors have been encountered during the global date change and some may be relating to performance issues. NET team will provide information in the near future. In the interim, if the is preventing the new FY03 or FY04 orders from being placed, please contact the helpdesk and have a high priority ticket generated. This will ensure assistance from the NET team on making necessary changes. Please forward me an email with the ticket number and priority assigned for visibility purposes.

**Priority:** High

### Update

NET is still working this issue. Currently I have received no emails from CTR stating that this problem is preventing them from submitting their orders.



### Discussion

There are currently 8 tickets identifying additional peripherals that need to be added to the list. Since the NET teams priority currently is to award FY03 and FY04, orders these tickets have been given low priority. The plan is to provide the capability to add peripherals not listed via an ADD button. It was mentioned in the NET lead meeting last week and does have visibility, but orders are being given highest priorities.

**Priority:** Low

### Update

The capability to add an unlisted peripheral is scheduled to be in the system in the next week.

## Issue 8- Reassigning User to another UIC

### Discussion

Currently reassignments have the highest number (13) of tickets in the system. Although many relate to a learning curve, most relate to the fact the reassignments do not work.

**Priority:** High

### Update

An admin function has been added to allow a user and seat(s) to be moved from one UIC to another UIC. The functionality is located under the admin tab and is titled "Change User UIC".

# Points of Contact



- **David Wayne**
  - [waynedl@lejeune.usmc.mil](mailto:waynedl@lejeune.usmc.mil) 910-451-0068 DSN  
751
  
- **Peggy Kruger**
  - [krugermj@mcsc.usmc.mil](mailto:krugermj@mcsc.usmc.mil) 703-784-0893 DSN  
278
  
- **Pam DeBerry**
  - [deberrypj@mcsc.usmc.mil](mailto:deberrypj@mcsc.usmc.mil) 703-784-0814 DSN  
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